

# Order Form Instructions

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Following these instructions, there are 12 order forms. If you would like to order your OTC items by mail fill tear out a form, provide your information and list the items from the catalog that you want mailed to you. Put your completed form in an envelope, include postage, and mail to:

**FIELDTEX PRODUCTS INC  
MERIDIAN HEALTH PLAN ORDER DEPT  
3055 BRIGHTON-HENRIETTA TL RD  
RODCHESTER NY 14623-9938**

## Important Things to Remember

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- You cannot use future allowance amounts when placing your order.
- Your monthly allowance will not roll over to the next month if not used.
- Meridian Complete and Fieldtex Products are not responsible for lost or stolen packages. For delivery issues, please contact your local post office or Fieldtex Products, Inc. at **844-854-5571 (TTY: 711) Monday – Saturday 8 am to 8 pm and Sunday 10 am -7 pm.**
- Please allow 7 - 10 days for delivery of in-stock items. You will be notified if an item is out of stock and may take longer for delivery. If mailing your order, please allow 1 week for mail delivery to Fieldtex. Mail orders will be processed the month in which they are received.
- If you receive a damaged item, call Fieldtex Products immediately at **844-854-5571 (TTY: 711)**. The item will be exchanged for an identical item at no cost to you. Please note that only damaged products can be exchanged within 30 days of purchase, no other returns are allowed.
- If you disenroll from Meridian Complete, your Over-the-Counter (OTC) benefit will automatically terminate.
- Products in this catalog should only be ordered for the enrolled member.
- Products may not be purchased at a local retail pharmacy or through any other source other than Fieldtex Products Inc. Over-The-Counter Benefit Catalog.
- If you have questions about ordering, or would like to order by phone, call us at **844-854-5571 (TTY: 711) Monday – Saturday 8 am to 8 pm and Sunday 10 am -7 pm.** You can also visit us online at **[www.Fieldtex-meridian.com](http://www.Fieldtex-meridian.com)**.
- For any other questions regarding your health plan, please contact Meridian Complete Member Services at **1-855-580-1689 (TTY: 711), Monday – Sunday, 8 am to 8 pm**  
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